

# Connect to Wi-Fi on campus



The Wi-Fi network used to connect to the internet access is called eduRoam. Here we explain what it is, how to register and why it is necessary.



## What is eduRoam?

It is the secure, world-wide roaming access service developed for the international research and education community. It allows students, researchers and staff from participating institutions to obtain Internet connectivity across campus and when visiting other participating institutions by simply opening their laptop.



## To connect to eduRoam and start using Wi-Fi on campus follow these two steps

### 1 Register your device

Device registration ensures that only student and staff devices connect to the network. It is essential for a device to receive a valid IP address to connect to the network. This is necessary to keep you and our University network safe.

To register a device, you have to be registered as a student for the academic year and will need your username and password on hand. For a detailed description about registering your device visit [www.sun.ac.za/wifi](http://www.sun.ac.za/wifi). Select the guide that matches your device operating system, e.g. Android, Apple or Windows.

### 2 Connect to eduRoam

Once Step 1 (your device registration) is complete download the eduRoam CAT app from your app store. You will use this to connect to the eduRoam Wi-Fi. For a step-by-step guide on the process visit [www.sun.ac.za/wifi](http://www.sun.ac.za/wifi), then select the guide that matches your device's operating system, e.g. Android, Apple or Windows.



## Wi-Fi not working?



### If you can't connect to eduRoam make sure of the following

When registering your device MAC randomisation or Private Addressing (for Apple devices) must be turned off once you connect to the RegisterMe! wireless network and should also be turned off once you connect to the eduRoam wireless network. This is before you go to the [self-registration portal](#) with your web browser.

More detailed steps are [available in the guides](#), or you can search online for how to turn off Mac address randomisation for your device. Prior to registering Windows devices ensure that you have the latest Windows updates installed. You also need an up-to-date antivirus application (any antivirus of your preference). When signing into eduRoam ensure that you use your full email address as the username. If your username auto-completes see that there is no space after the last character of your username.



## DID YOU KNOW?

... that free Wi-Fi access is available for prospective 1st year students who have not yet completed their registration for the academic year? Prospective first year students who have not yet confirmed their registration will be allowed to connect to eduRoam initially without needing to register their devices albeit at a limited speed.

### Follow these steps to connect

1. Search for available wireless networks on your device.
2. Select the eduRoam network to connect to.
3. Enter your full sun email address as username, followed by the password if prompted.

If not prompted, go into the eduRoam network settings on your device and input your credentials in the username and password fields. For full access to the campus network you must register your devices (via RegisterMe process) once you confirmed your registration as a student.

## Need help?

Log a request on [servicedesk.sun.ac.za](http://servicedesk.sun.ac.za)  
Call the IT service desk on 021 808 4367  
Send an email to [student@sun.ac.za](mailto:student@sun.ac.za)

### OTHER RESOURCES

Step by step guides for registration:  
<https://servicedesk.sun.ac.za/kb/display/ITHUB/Wi-Fi+connectivity>  
Technology on-boarding site for students: <https://tech.sun.ac.za>  
IT HUB website: <http://www.sun.ac.za/ithub>